

LifeLine contacts received and closed by CAB during the month of July 2018

Section I - Phone LifeLine Contacts Appeals and Billing Contacts by Subcategory

LifeLine Phone Contacts in CAB													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Received and closed¹	75	88	75	96	98	68	78	50	115	141	144	155	154
LifeLine Appeals Subcategories													
LL Customer Did Not Return Form	1	3	1	1	0	2	0	0	4	5	5	6	2
LL Documents Not Provided/Does Not Meet Guidelines	0	0	1	1	0	0	0	0	0	1	0	1	5
LL Form Complexity	7	9	6	5	5	3	10	6	11	16	19	17	16
LL IDV Identity Verification	0	0	0	0	1	1	2	0	3	7	8	7	6
LL Initials Missing	0	0	1	1	0	1	0	0	0	1	0	1	1
LL No Carrier Authority	0	1	0	0	3	1	1	0	5	1	0	0	0
LL Nondeliverable	0	0	0	0	3	0	1	0	2	0	0	0	0
LL Policy/Practices	41	46	29	49	52	40	37	17	51	70	62	62	67
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Signature/Printed Name Does Not Match/Missing	0	0	0	0	0	0	0	0	1	2	0	2	1
LL SSN/DOB/Tribal ID Not Provided	0	0	0	0	0	1	0	0	0	0	0	2	4
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Appeals	49	59	38	57	64	49	51	23	77	103	94	98	102
LifeLine Billing Subcategories													
LLB Address Error	4	2	0	1	2	0	1	2	1	2	1	3	2
LLB Application Request	3	5	3	4	3	2	4	2	4	2	4	9	7
LLB Approved for Discount	3	1	12	9	5	3	6	4	8	6	15	6	14
LLB Discount Switched to Other Carrier	2	1	3	9	6	4	3	4	7	9	12	17	20
LLB Federal Program/Equipment	14	19	19	16	18	9	13	15	17	19	18	22	9
LLB New Phone Service Not LL Eligible	0	0	0	0	0	1	0	0	0	0	0	0	0
Total Billing	26	28	37	39	34	19	27	27	37	38	50	33	52
LifeLine Freeze Subcategories⁴													
LLF Address Change	0	0	0	0	0	0	0	0	0				
LLF Enrollment Freeze	0	0	0	0	0	0	0	0	0				
LLF Failure to Provide Service	0	1	0	0	0	0	0	0	1				
LLF Federal Violation	0	0	0	0	0	0	0	0	0				
LLF Late Fees	0	0	0	0	0	0	0	0	0				
LLF State Violation	0	0	0	0	0	0	0	0	0				
Total Freeze	0	1	0	0	0	0	0	0	1				

Section II - Written LifeLine Contacts Received and Closed by Case Type

LifeLine Written Contacts in CAB	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Received													
LL Appeals (Landline & Wireless) Received	118	130	110	112	105	100	134	142	168	184	128	137	151
LL Billing Received	53	64	75	65	57	43	64	67	108	61	66	54	70
LL Complaints Received	3	1	1	4	1	1	2	2	5	1	1	1	1
LL Inquiries Received	21	29	34	24	32	29	24	24	23	12	23	20	12
LL Assignment Pending	35	27	2	24	9	16	34	18	33	35	47	15	6
LL Enrollment Request Freeze ⁴	1	0	0	1	0	0	1	0	0				
LL Discount Transfer Freeze ⁴	0	1	0	1	0	0	0	0	0				
Total Written Contacts Received	231	252	222	231	204	189	259	253	337	293	265	227	240
Closed													
LifeLine Appeals Closed	147	130	157	115	95	100	139	145	176	177	195	139	159
Landline Appeals	60	64	73	58	40	54	74	107	117	113	128	84	95
Wireless Appeals	87	66	84	57	55	46	65	38	59	64	67	55	64
LL Billing Closed	101	66	73	64	69	59	53	85	88	86	72	67	61
LL Complaints Closed	1	0	0	1	2	0	0	1	2	4	1	1	1
LL Inquiries Closed	36	39	58	20	48	28	37	36	31	25	36	30	9
LL Enrollment Request Freeze ⁴	1	0	1	1	0	0	1	0	0				
LL Discount Transfer Freeze ⁴	0	1	0	0	2	0	0	0	0				
LL Unknown ² Closed	2	0	0	0	0	1	1	1	0	2	1	2	1
Total Written Contacts Closed	288	236	289	201	216	188	231	268	297	294	305	239	231

Section III - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	July		
LifeLine Appeals (Landline & Wireless)														Denial Overturned ³	Denial Upheld ³	
LL Customer Did Not Return Form	50	46	69	49	34	28	38	34	37	41	48	38	40	1	38	
LL Documents Not Provided/Does Not Meet Guidelines	27	22	24	25	22	22	19	21	21	13	20	14	29	18	7	
LL Form Complexity	1	7	8	5	4	3	4	4	9	5	3	8	3	0	1	
LL IDV Identity Verification	9	5	7	6	10	15	45	57	67	83	94	64	54	27	19	
LL Initials Missing	21	15	16	10	16	11	17	10	14	12	9	5	16	1	15	
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Nondeliverable	0	0	1	0	0	0	0	1	0	0	0	0	1	0	1	
LL Policy/Practices	12	6	10	11	2	2	2	7	4	1	4	1	3	0	3	
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Qualifying Method Not Selected	0	3	0	0	3	0	1	1	2	2	1	0	1	0	1	
LL Signature/Printed Name Does Not Match/Missing	16	20	14	6	1	10	6	4	15	13	10	5	4	1	3	
LL SSN/DOB/Tribal ID Not Provided	11	6	8	3	3	9	7	6	7	7	6	3	7	2	5	
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Appeals	147	130	157	115	95	100	139	145	176	177	195	138	158			
LifeLine Billing														VoIP	Wireless	Wireline
LLB Address Error	12	5	7	4	7	12	4	7	5	7	2	2	1	0	1	0
LLB Application Request	28	19	25	16	16	11	18	43	47	57	32	32	29	0	12	17
LLB Approved for Discount	21	14	12	15	11	9	11	12	13	6	17	9	5	0	5	0
LLB Discount Switched to Other Carrier	8	7	10	8	17	13	9	10	9	7	7	6	7	0	2	5
LLB Federal Program/Equipment	32	21	19	21	15	14	11	13	14	9	14	18	19	0	19	0
LLB New Phone Service Not LL Eligible	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0
Total Billing	101	66	73	64	69	59	53	85	88	86	72	67	61			
LifeLine Freeze ⁴																
LLF Address Change	0	0	0	0	0	0	0	0	0							
LLF Enrollment Freeze	1	0	1	1	0	0	1	0	0							
LLF Failure to Provide Service	0	1	0	0	2	0	0	0	0							
LLF Federal Violation	0	0	0	0	0	0	0	0	0							
LLF Late Fees	0	0	0	0	0	0	0	0	0							
LLF State Violation	0	0	0	0	0	0	0	0	0							
Total Freeze	1	1	1	1	2	0	1	0	0							

Disclaimer: The LL data provided above is a snapshot in time; that is, there may be slight variations in numbers reported for past periods due to factors including but not limited to cases being reopened and updates to coding based on quality assurance audits.

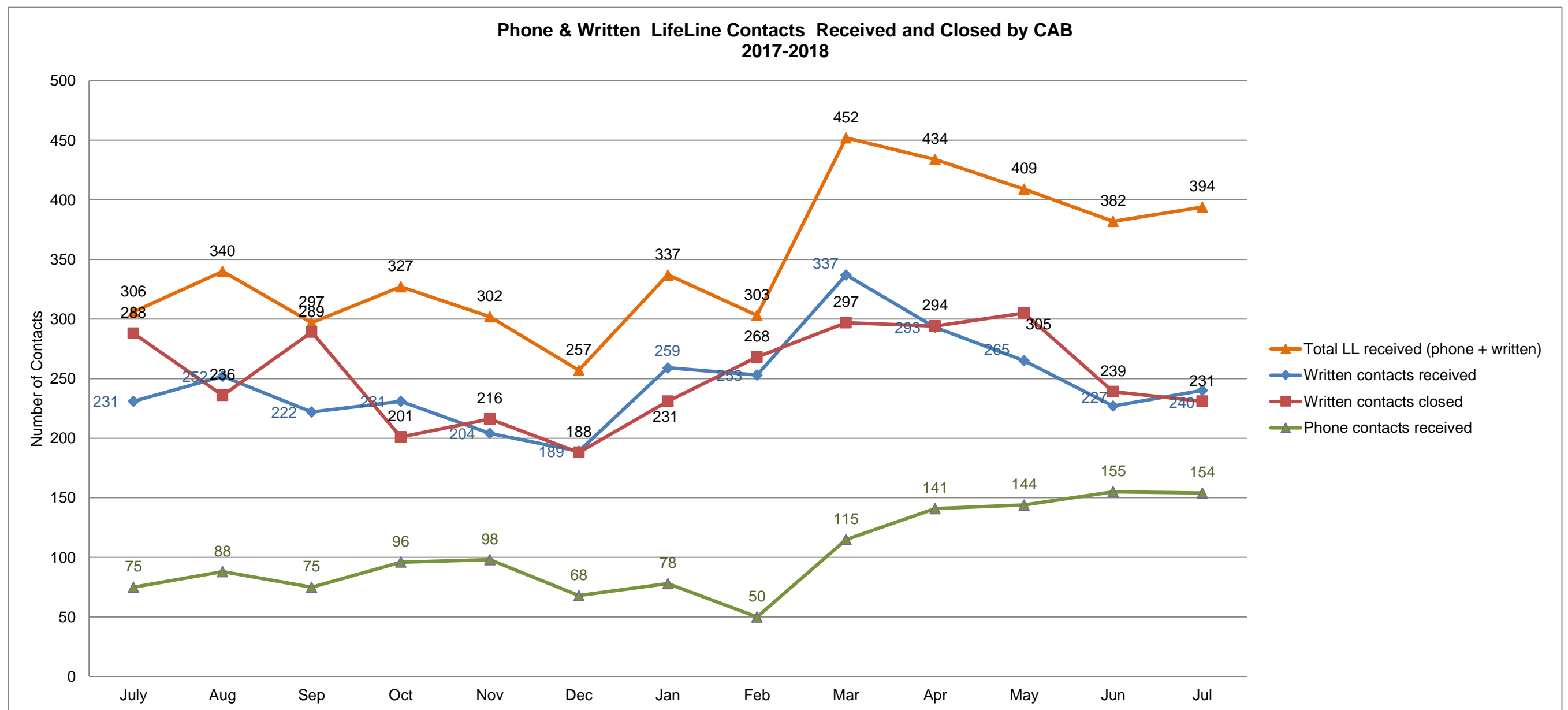
¹ Phone contacts are closed the same day they are received.

² Unknown are cases for which insufficient information is available (e.g. insufficient customer information to identify customer such as no address, a more information letter that received no response), which prevents their specific assignment. These cases are normally closed/autoclosed with a category and/or subcategory of unknown, and/or a disposition of Unresponsive Consumer-More Info Needed.

³ Denial Overturned and Denial Upheld may not add to the total number of cases closed for a particular category as there are other dispositions that might apply, such as Unresponsive Consumer-More Info Needed.

⁴ LifeLine Freeze Case Type and Subcategories have been deactivated to reflect changes in the LifeLine program effective April 1, 2018.

LifeLine Consumer Contacts Received and Closed by CAB - Thirteen months trend



	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Phone contacts received	75	88	75	96	98	68	78	50	115	141	144	155	154
Written contacts received	231	252	222	231	204	189	259	253	337	293	265	227	240
Total LL received (phone + written)	306	340	297	327	302	257	337	303	452	434	409	382	394
Written contacts closed	288	236	289	201	216	188	231	268	297	294	305	239	231